



Understanding Your Remittance Advice

Providers just like you have already successfully submitted claims in ProviderOne for the Medicaid services they have provided in the month of January. Millions of dollars' worth of social services claims are being paid out this week.

A Remittance Advice (RA) is created anytime a claim is processed. It shows you what was claimed and whether it was paid or denied. This newsletter gives you important information about what you'll see on your RA.

What to expect with your remittance advice:

Your remittance advice (RA) will explain how your claim was processed, including the dates of service claimed, dollars paid and any deductions that were made. For example, it will show how *Client Responsibility* (Adjustment Type 142) affected your payment. In some cases, the client responsibility may be more than the amount claimed, so the payment will be zero.

If your claim was denied, you need to review the RA to determine why it was denied, then take steps to fix it and resubmit the claim if needed.

Want to know more?

Training materials are available at www.alsa.dshs.wa.gov/providerone/training.htm. Select "Billing & Claims Training" then "Claims Management" to view the training module. Or download the "[How To](#)" guide. It gives you step-by-step instructions on how to download and read your remittance advice.

For More Information

Call: 1-800-562-3022 (after the intro, press 5 for Providers, then 1 for Social Services)

Email: BASS@dshs.wa.gov

Website: www.alsa.dshs.wa.gov/providerone

ProviderOne Log-in: www.waproviderone.org
